

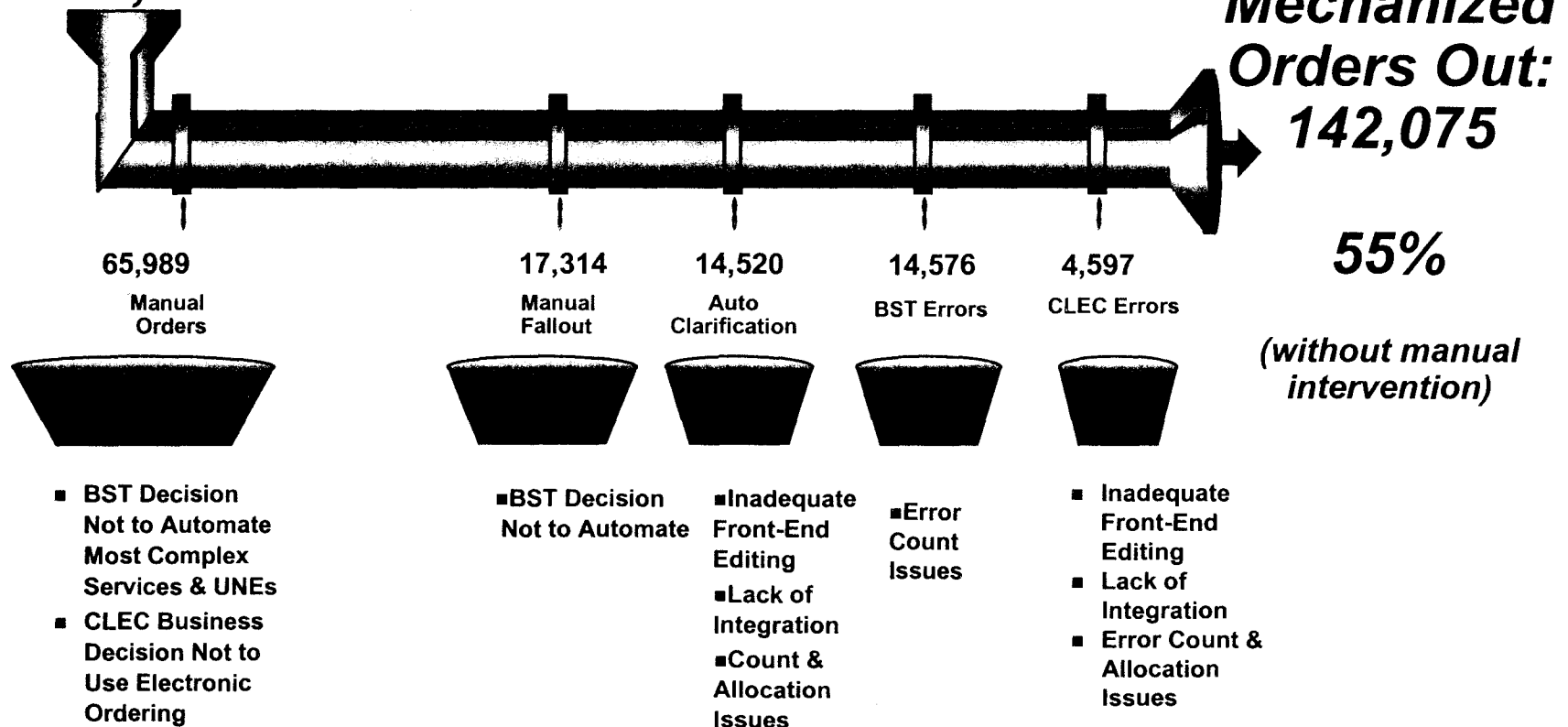
Attachment 16

BellSouth Reliance on Manual Order Processing

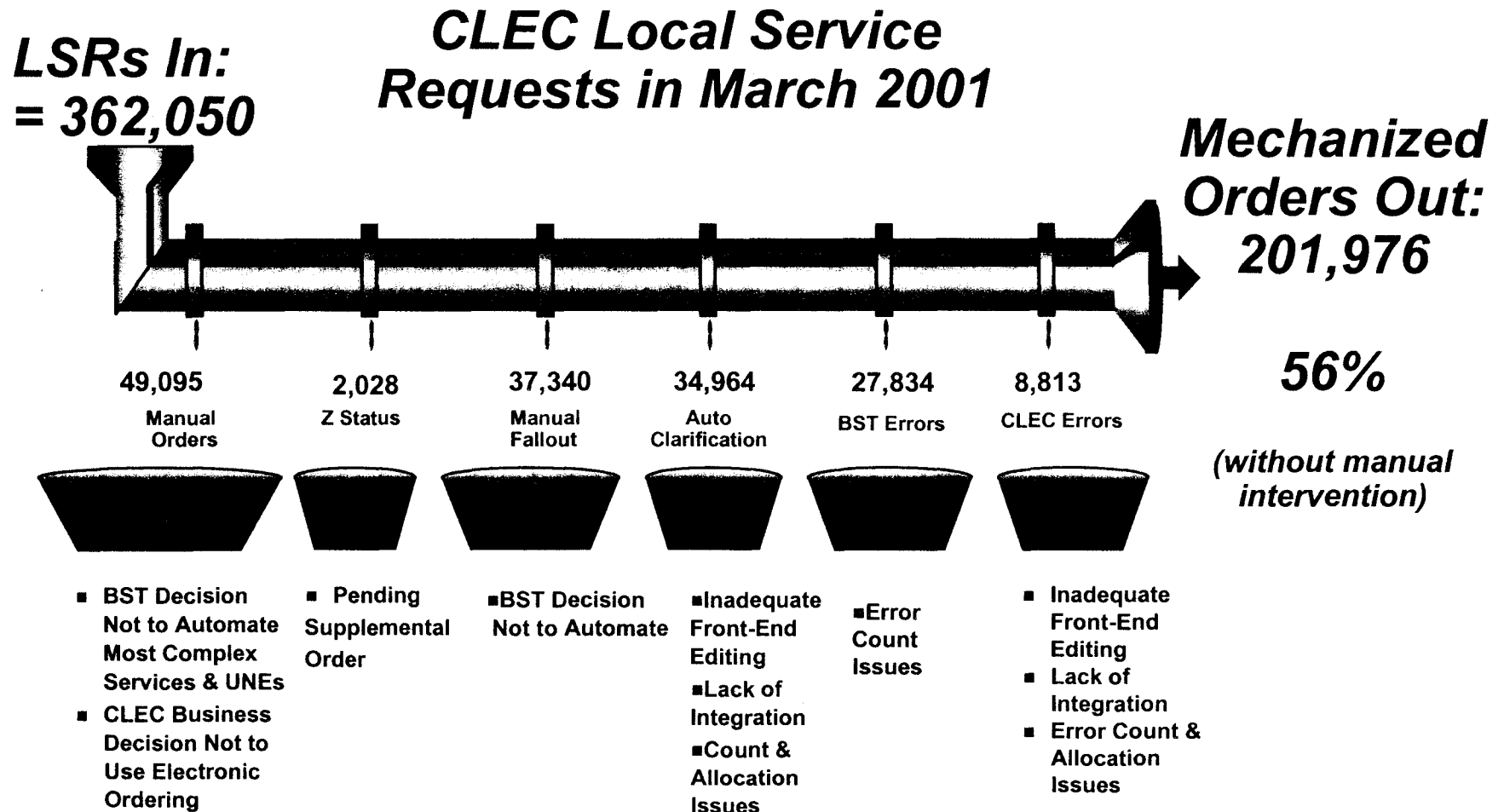
*CLEC Local Service
Requests in March 2000*

**LSRs In:
= 259,071**

**Mechanized
Orders Out:
142,075**



BellSouth Reliance on Manual Order Processing



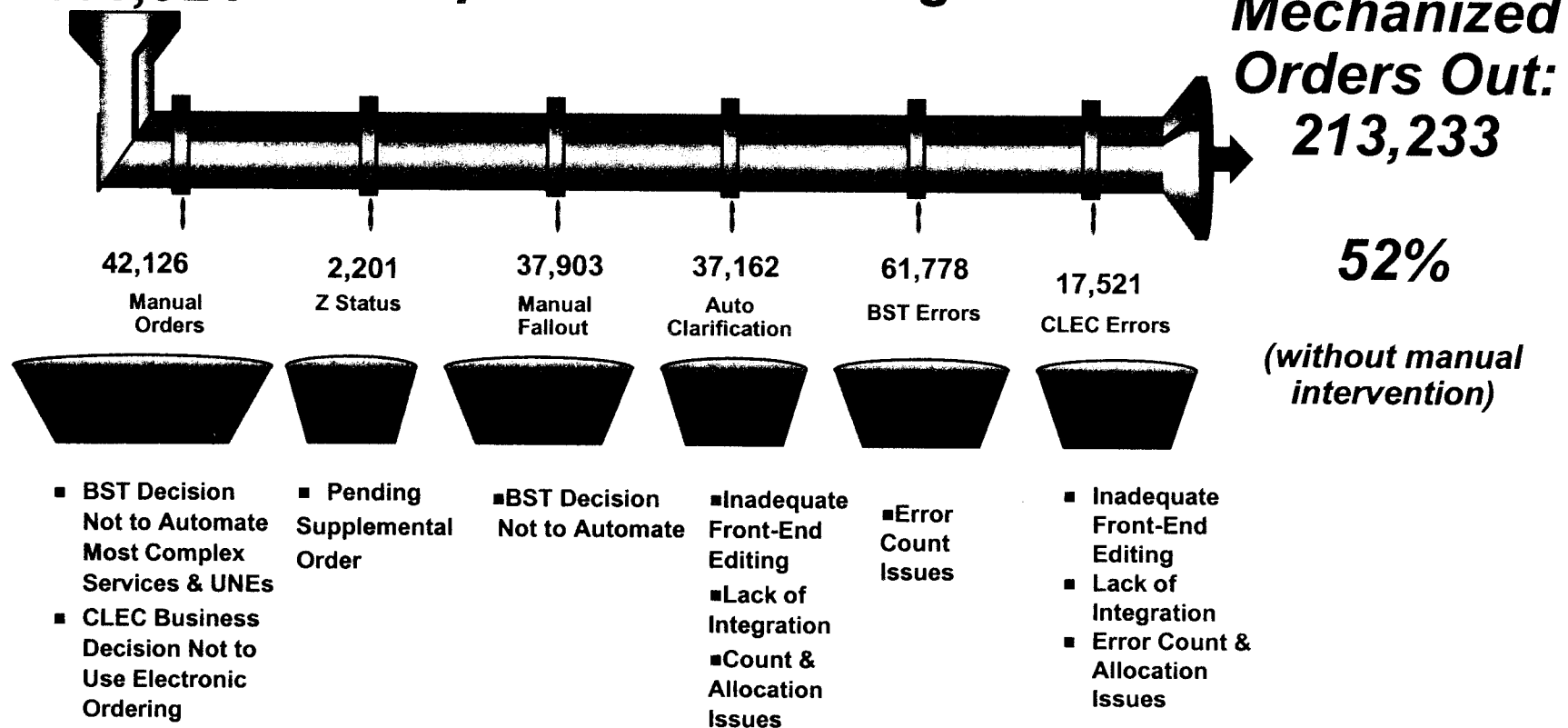
Sources – BellSouth FCC Exhibits and Monthly Flow-Through Reports

BellSouth Reliance on Manual Order Processing

*CLEC Local Service
Requests in July 2001
per Revised Filing*

*LSRs In:
= 411,924*

*Mechanized
Orders Out:
213,233*



52%

(without manual intervention)

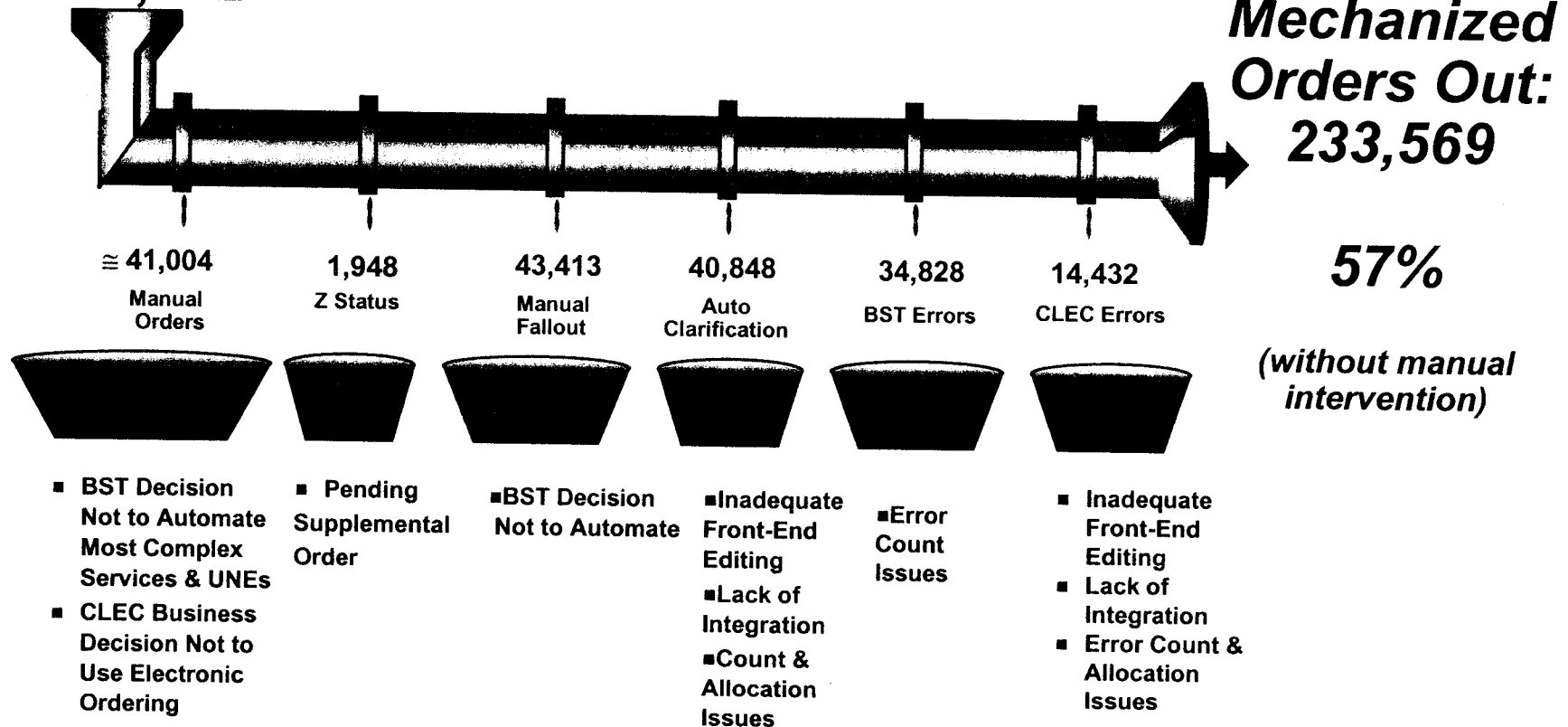
Sources – BellSouth FCC Exhibits and Monthly Flow-Through Reports

BellSouth Reliance on Manual Order Processing

*CLEC Local Service
Requests in Dec 2001*

*LSRs In:
≈ 410,042*

*Mechanized
Orders Out:
233,569*



Sources – BellSouth FCC Exhibits and Monthly Flow-Through Reports

Attachment 17

13. Measurement	
ORDER PROCESS PERCENT FLOW THROUGH	
Definition:	
Percent of orders from entry to distribution that progress through SWBT ordering systems without manual intervention.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes rejected orders • For new versions of the ordering systems which provide additional flow through capabilities, orders that have the potential to flow through in the new version, but for which CLEC utilized the older version, should be excluded from this measurement in both the numerator and denominator. 	
Business Rules:	
The number of orders that flow through SWBT's ordering systems and are distributed in SORD without manual intervention, divided by the total number of MOG Eligible orders and orders that would flow through EASE within the reporting period. Orders that fall out for manual handling, that are worked by SWBT and not rejected back to CLEC due to CLEC caused errors, will be included as failed pass-through occurrences.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • EASE • LEX • EDI <p>The data reported by interface, as specified above, will be used to determine the amount of any Tier 1 or Tier 2 payments under this measurement. In addition, for each interface SWBT will report its performance separately by order type (Resale POTS, UNE combinations POTS, specials (resale and UNE combinations), UNE loops, DSL-capable loops, and other). Tier 1 and Tier 2 payments will not apply to the reports that are disaggregated by order type (these same transactions will be included in the data that is reported by interface and will be subject to Tier 1 and Tier 2 payments there).</p>	
Calculation:	Report Structure:
(# of orders that flow through ÷ total MOG-eligible orders and orders that flow through EASE) * 100	Reported by CLEC, all CLECs and SWBT and SWB affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – High	
Benchmark:	
Parity	

Attachment 18

2ND AMENDED EXCEPTION 86
BellSouth Florida OSS Testing Evaluation

Date: February 22, 2002**EXCEPTION REPORT**

KPMG Consulting has identified an exception as a result of the Order "Flow Through" Evaluation (TVV3).

Exception:

KPMG Consulting did not receive flow through Firm Order Confirmations (FOC) on Local Service Requests (LSR) submitted electronically via the mechanized ordering process. (TVV3)

Issue:

According to Ordering O-3 of the Service Quality Measurement Plan¹, BellSouth should issue a flow through FOC on 95% of residential and 90% of business LSRs submitted through mechanized ordering processes. During production testing of the TAG, EDI and LENS interfaces, a number of LSRs submitted by KPMG Consulting fell out for manual intervention.

The following are the results that KPMG Consulting received as of June 29, 2001 on residential and business LSRs. The number of transactions specifically excludes fatal rejects, auto clarifications, CLEC system fallout and planned manual fallouts for complex orders.

	Residential	Business
Number of Transactions	503	438
Number of Flow Through FOCs	426	389
Percent	85%	89%

Please refer to *FLA Exception 86 Attachment One* for LSRs that fell out for manual intervention.

Summary of BellSouth's Response:

BellSouth's response to Exception 86 indicated that multiple defects and features were opened to address the problems identified in the exception. The defect corrections were scheduled for release in September 2001 and November 2001.

¹ BellSouth OSS Testing Florida Interim Performance Metrics Ver. 3.0, approved by Florida PSC June 12, 2001

2ND AMENDED EXCEPTION 86
BellSouth Florida OSS Testing Evaluation**Amended Issue:**

Based on BellSouth's response, KPMG Consulting initiated a flow-through re-test following the implementation of BellSouth's system changes.

The following are the results on residential and business LSR responses that KPMG Consulting received during the re-test. The re-test began on November 26, 2001, and the results cover testing through January 4, 2002. The number of transactions specifically excludes fatal rejects, auto clarifications, CLEC-caused system fallout, and anticipated planned manual fallouts².

	Residential	Business
Number of Transactions	205	144
Number of Flow Through FOCs	151	109
Percent	74%	76%

Please refer to *FLA Amended Exception 86 Attachment One* for LSRs that fell out for unexpected manual intervention.

Summary of BellSouth Response to the Amended Exception:

BellSouth's response to Amended Exception 86 indicated that 96% of KPMG Consulting's business LSRs and 94% of KPMG Consulting's residential LSRs successfully flowed through. BellSouth also noted that a system fix was implemented on February 2, 2002 to address residential PONs that fell out for manual handling due to a calculate due date issue. In addition, BellSouth provided KPMG Consulting with a re-run weekly report that clarified the status of several PONs. BellSouth's response attachment provided specific feedback for all PONs KPMG Consulting noted on the exception.

2nd Amended Issue:

KPMG Consulting analyzed BellSouth's PON-specific responses and provides an updated status on each of the PONs listed on *FLA 2nd Amended Exception 86 Attachment One*.

KPMG Consulting has included transactions through February 17, 2002 in the results. The following table summarizes KPMG Consulting's updated results for re-test transactions between November 26, 2001 and February 17, 2002.

² A list of qualifications for planned manual fallout can be found in Ordering O-3 of the Service Quality Measurement Plan.

2ND AMENDED EXCEPTION 86
BellSouth Florida OSS Testing Evaluation

<i>Results through 2/17/02</i>	Residential	Business
Number of Transactions	221	199
Number of Flow Through FOCs	188	189
Percent	85%	95%

BellSouth's performance is now above the SQM benchmark for business transactions; however, residential transactions are below the SQM benchmark.

Please refer to *FLA 2nd Amended Exception 86 Attachment Two* for residential and business LSRs that fell out for unexpected manual intervention between January 5, 2002 and February 17, 2002.

Impact:

Flow through LSRs are a critical factor in the CLEC's delivery of service to customers in a timely manner. Unexpected manual intervention may cause significant delays in the return of confirmations or errors and may have a negative impact on the timeliness of the completion of CLEC orders, lowering overall CLEC customer satisfaction.

2ND AMENDED EXCEPTION 86- ATTACHMENT I

BellSouth Florida OSS Testing Evaluation

2ND Amended Exception 86 Attachment I

Item #	PON	VER	CC	Level of Disagg.	BellSouth's Findings	KPMG Consulting Updated PON Status
1	001061GPEJ101003	00	9990	RES	Agree BellSouth will implement a system fix on 02/02/02 to address this fallout issue.	No further action required.
2	001061GPEJ101004	00	9990	RES	Agree BellSouth will implement a system fix on 02/02/02 to address this fallout issue.	No further action required.
3	001061GPEJ101005	00	9990	RES	Agree BellSouth will implement a system fix on 02/02/02 to address this fallout issue.	No further action required.
4	001061GPEJ101006	00	9990	RES	Agree BellSouth will implement a system fix on 02/02/02 to address this fallout issue.	No further action required.
5	001061GPEJ101007	00	9990	RES	Agree BellSouth will implement a system fix on 02/02/02 to address this fallout issue.	No further action required.
6	001061GPEJ101008	00	9990	RES	Agree BellSouth will implement a system fix on 02/02/02 to address this fallout issue.	No further action required.
7	001061GPEJ101009	00	9990	RES	Agree BellSouth will implement a system fix on 02/02/02 to address this fallout issue.	No further action required.
8	001061GPEJ101010	00	9990	RES	Agree BellSouth will implement a system fix on 02/02/02 to address this fallout issue.	No further action required.
9	001061GPEJ101011	00	9990	RES	Agree BellSouth will implement a system fix on 02/02/02 to address this fallout issue.	No further action required.
10	001061GPEJ101012	00	9990	RES	Agree BellSouth will implement a system fix on 02/02/02 to address this fallout issue.	No further action required.
11	001061GPEJ101014	00	9990	RES	Agree BellSouth will implement a system fix on 02/02/02 to address this fallout issue.	No further action required.

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2ND AMENDED EXCEPTION 86- ATTACHMENT I
BellSouth Florida OSS Testing Evaluation

12	001061GPEJ101015	00	9990	RES	Agree BellSouth will implement a system fix on 02/02/02 to address this fallout issue.	No further action required.
13	001061GPEJ101016	00	9990	RES	Agree BellSouth will implement a system fix on 02/02/02 to address this fallout issue.	No further action required.
14	001061GPEJ102002	00	9990	RES	Agree BellSouth will implement a system fix on 02/02/02 to address this fallout issue.	No further action required.
15	001061GPEJ102013	00	9990	RES	Agree BellSouth will implement a system fix on 02/02/02 to address this fallout issue.	No further action required.
16	007032GPEJ001001	02	9990	BUS	Do not Agree Planned manual fallout should not be part of this exception. Fallout on SUP due to related pending orders for this partial migration request.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
17	007032GPEJ001001	03	9990	BUS	Do not Agree Planned manual fallout should not be part of this exception. Fallout on SUP due to related pending orders for this partial migration request.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
18	007032GPLJ000005	02	9990	BUS	Do not Agree Planned manual fallout should not be part of this exception. Fallout on SUP due to related pending orders for this partial migration request.	KPMG Consulting agrees with planned manual designation; Removed from flow-through denominator.
19	007061GPLJ000026	01	9990	BUS	Do not Agree Planned manual fallout should not be part of this exception. Fallout on SUP due to related pending orders for this partial migration request.	KPMG Consulting agrees with planned manual designation; Removed from flow-through denominator.
20	010111GPEN101041	01	9990	RES	Do not agree KPMG ordering issue. Clarification sent to KPMG advising YPH, SIC and TOS not valid for residence account.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
21	010111GPEN100036	04	9991	RES	Do not agree Volume Test PONs should not be included in this exception.	This was not a volume PON; however, monthly report review shows clarification was returned. Removed from flow-through denominator.

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22	010111GPEN100043	04	9991	RES	Do not agree Volume Test PONs should not be included in this exception.	This was not a volume PON; however, monthly report review shows clarification was returned. Removed from flow-through denominator.
23	010111GPEN101036	00	9991	RES	Do not agree Volume Test PONs should not be included in this exception.	This was not a volume PON; however, monthly report review shows clarification was returned. Removed from flow-through denominator.
24	010111GPEN101043	03	9991	RES	Do not agree Volume Test PONs should not be included in this exception.	This was not a volume PON; however, monthly report review shows clarification was returned. Removed from flow-through denominator.
25	016093GPEJ100001	00	9993	BUS	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
26	016093GPLJ000011	00	9993	BUS	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was posted. Removed from flow-through denominator.
27	016093GPLJ000012	00	9993	BUS	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was posted. Removed from flow-through denominator.

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28	016093GPTJ000006	00	9993	BUS	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
29	016093GPTJ000009	00	9993	BUS	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
30	016093GPTJ001005	00	9993	BUS	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
31	016093GPTJ001008	00	9993	BUS	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering is sue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
32	016101GPTJ000007	00	9993	RES	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.

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BellSouth Florida OSS Testing Evaluation

33	016101GPTJ000009	00	9993	RES	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
34	016101GPTJ001006	00	9993	RES	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
35	017071GPTJ101004	00	9993	RES	Agree BellSouth will implement a system fix on 02/02/02 to address this fallout issue.	No further action required.
36	001061GPEJ101001	02	9990	RES	Agree BellSouth will implement a system fix on 02/02/02 to address this fallout issue.	No further action required.
37	001121GPEN100001	00	9990	BUS	Agree BellSouth will implement a system fix on 02/02/02 to address this fallout issue.	No further action required.
38	007011GPLN100012	00	9990	RES	Do Not Agree KPMG ordering issue. Fallout due to KPMG ordering issue. LACT Z was sent to request "listing as is" but the TN did not have a listing.	KPMG Consulting disagrees. According to the Flow-Through calculation logic, any PON assigned to system fallout that did not have a clarification returned (or posted) is assigned to BellSouth-caused fallout.
39	007032GPEJ000002	00	9990	BUS	Do Not Agree Planned manual fallout to determine new lead TN for this partial migration request.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
40	007032GPEJ001001	00	9990	BUS	Do Not Agree Planned manual fallout to determine new lead TN for this partial migration request.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.

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41	007032GPEJ001001	04	9990	BUS	Do not Agree Planned manual fallout should not be part of this exception. Fallout on SUP due to related pending orders for this partial migration request.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
42	007061GPEJ000001	00	9990	BUS	Do Not Agree Planned manual fallout to determine new lead TN for this partial migration request.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
43	010111GPEN100025	00	9990	RES	Do Not Agree Planned manual fallout due to KPMG sending inconsistent class of service change.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
44	010111GPEN100025	01	9990	RES	Do Not Agree Planned manual fallout due to KPMG sending inconsistent class of service change.	KPMG Consulting disagrees; class of service was not a required entry for this order type, so manual fallout was a BellSouth error.
45	010111GPEN100041	00	9990	RES	Do Not Agree Fallout due to KPMG ordering issue. Fields on LSR contained entries applicable for residence service. However, the request was submitted on a business account.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
46	075021GPEF100002	01	9990	RES	Do Not Agree Fallout due to KPMG ordering issue. KPMG sent SUP 02 to change the due date on the order. However, since the previous VER was clarified an order did not exist.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
47	075021GPTF101008	00	9990	RES	Do Not Agree PON did flow through. Current data was not available for the original run of KPMG Weekly Report due to the implementation of code changes. PON appears in rerun report sent to KPMG on 01/31/02. File name KPMGLSR_1231_0106_2001_RR.XLS	KPMG Consulting agrees based on re-run report. KPMG Consulting will validate re-run report when monthly data becomes available in late February. Added to flow-through numerator.

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48	075021GPTF102007	00	9990	RES	Do Not Agree Fallout due to KPMG ordering issue. Fields on LSR contained entries applicable for residence service. However, the request was submitted on a business account.	KPMG Consulting disagrees. According to the Flow-Through calculation logic, any PON assigned to system fallout that did not have a clarification returned (or posted) is assigned to BellSouth-caused fallout.
49	075021GPTF106009	01	9990	RES	Do Not Agree Fallout due to KPMG ordering issue. KPMG sent SUP 02 to change the due date on the order. However, since the previous VER was clarified an order did not exist.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
50	010111GPEN100039	00	9991	RES	Do not agree Volume Test PONs should not be included in this exception.	This was not a volume PON; however, monthly report review shows clarification was returned. Removed from flow-through denominator.
51	007011GPTN100005	01	9993	RES	Do Not Agree Fallout due to KPMG ordering issue. KPMG sent LNECLSSVC of IFR instead of IFR.	KPMG Consulting agrees; order review shows KPMG Consulting introduced an error on this order. Removed from flow-through denominator.
52	010011GPLN100014	00	9993	BUS	Do Not Agree Fallout due to KPMG ordering issue. KPMG sent invalid data in the FEATURE DETAIL field.	KPMG Consulting agrees; order review shows KPMG Consulting introduced an error on this order. Removed from flow-through denominator.
53	010011GPLN100015	00	9993	BUS	Do Not Agree Fallout due to KPMG ordering issue. KPMG sent invalid data in the FEATURE DETAIL field.	KPMG Consulting agrees; order review shows KPMG Consulting introduced an error on this order. Removed from flow-through denominator.
54	011071GPEJ100003	01	9993	BUS	Do Not Agree Fallout due to KPMG ordering issue. KPMG submitted SUP with different TNs than the previous VER.	This was not a volume PON; however, monthly report review shows clarification was returned. Removed from flow-through denominator.

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55	011071GPEJ100003	02	9993	BUS	Do Not Agree Fallout due to KPMG ordering issue. KPMG sent SUP 03 for other changes on the order. However, the previous VER was clarified and the service order was canceled. The canceled order had not yet purged when KPMG sent another SUP.	KPMG Consulting disagrees. According to the Flow-Through calculation logic, any PON assigned to system fallout that did not have a clarification returned (or posted) is assigned to BellSouth-caused fallout.
56	011071GPEJ102004	01	9993	BUS	Do Not Agree Fallout due to KPMG ordering issue. KPMG sent incorrect data and fields for caption listing.	KPMG Consulting disagrees. According to the Flow-Through calculation logic, any PON assigned to system fallout that did not have a clarification returned (or posted) is assigned to BellSouth-caused fallout.
57	011071GPEJ102007	00	9993	BUS	Do not agree Fallout due to KPMG ordering issue. KPMG requested to remove a listing from a TN that had no listing.	KPMG Consulting disagrees. According to the Flow-Through calculation logic, any PON assigned to system fallout that did not have a clarification returned (or posted) is assigned to BellSouth-caused fallout.
58	011071GPLJ103020	00	9993	BUS	Do Not Agree Fallout due to KPMG ordering issue. KPMG sent incorrect data and fields for caption listing.	KPMG Consulting agrees; order review shows KPMG Consulting introduced an error on this order. Removed from flow-through denominator.
59	016011GPEN100001	00	9993	RES	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
60	016011GPEN100002	00	9993	RES	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.

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61	016011GPEN100003	00	9993	RES	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
62	016011GPEN100004	00	9993	RES	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
63	016011GPLN100013	00	9993	RES	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was posted. Removed from flow-through denominator.
64	016011GPLN100014	00	9993	RES	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was posted. Removed from flow-through denominator.
65	016011GPLN100015	00	9993	RES	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was posted. Removed from flow-through denominator.

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66	016011GPLN100016	00	9993	RES	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting disagrees. According to the Flow-Through calculation logic, any PON assigned to system fallout that did not have a clarification returned (or posted) is assigned to BellSouth-caused fallout.
67	016011GPLN100017	00	9993	RES	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was posted. Removed from flow-through denominator.
68	016011GPLN100017	01	9993	RES	Do Not Agree Fallout due to KPMG ordering issue. KPMG sent SUP to cancel the order. Since the previous VER was clarified an order did not exist.	KPMG Consulting disagrees. According to the Flow-Through calculation logic, any PON assigned to system fallout that did not have a clarification returned (or posted) is assigned to BellSouth-caused fallout.
69	016011GPTN100008	00	9993	RES	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
70	016011GPTN100009	00	9993	RES	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.

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71	016011GPTN100010	00	9993	RES	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
72	016011GPTN101007	00	9993	RES	Do not Agree Planned manual fallout should not be part of this exception. Fallout due to a KPMG ordering issue. KPMG requested to suspend an account. A clarification was sent to KPMG advising the account was already suspended.	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
73	016051GPEJ000005	00	9993	RES	Do Not Agree PON did flow through. Current data was not available for the original run of KPMG Weekly Report due to the implementation of code changes. PON appears in rerun report sent to KPMG on 01/31/02. File name KPMGLSR_1231_0106_2001_RR.XLS	KPMG Consulting agrees based on re-run report. KPMG Consulting will validate re-run report when monthly data becomes available in late February. Added to flow-through numerator.
74	016051GPEJ000006	00	9993	RES	Do Not Agree PON did flow through. Current data was not available for the original run of KPMG Weekly Report due to the implementation of code changes. PON appears in rerun report sent to KPMG on 01/31/02. File name KPMGLSR_1231_0106_2001_RR.XLS	KPMG Consulting agrees based on re-run report. KPMG Consulting will validate re-run report when monthly data becomes available in late February. Added to flow-through numerator.
75	016051GPEJ000007	00	9993	RES	Do Not Agree PON did flow through. Current data was not available for the original run of KPMG Weekly Report due to the implementation of code changes. PON appears in rerun report sent to KPMG on 01/31/02. File name KPMGLSR_1231_0106_2001_RR.XLS	KPMG Consulting agrees based on re-run report. KPMG Consulting will validate re-run report when monthly data becomes available in late February. Added to flow-through numerator.

2ND AMENDED EXCEPTION 86- ATTACHMENT I
BellSouth Florida OSS Testing Evaluation

76	016093GPTJ001006	00	9993	BUS	Do Not agree Fallout due to KPMG ordering issue. KPMG populated invalid data in the LSO field.	KPMG Consulting disagrees. According to the Flow-Through calculation logic, any PON assigned to system fallout that did not have a clarification returned (or posted) is assigned to BellSouth-caused fallout.
77	016093GPTJ001009	00	9993	BUS	Agree Fallout due to a pending order that is mechanically generated to restore accounts for billing purposes after 6 months of seasonal suspend. KPMG happened to send a request to restore the service at the same time the mechanized order was pending.	No further action required.
78	016101GPEJ000005	00	9993	RES	Do Not Agree PON did flow through. Current data was not available for the original run of KPMG Weekly Report due to the implementation of code changes. PON appears in rerun report sent to KPMG on 01/31/02. File name KPMGLSR_1231_0106_2001_RR.XLS	KPMG Consulting agrees based on re-run report. KPMG Consulting will validate re-run report when monthly data becomes available in late February. Added to flow-through numerator.
79	018011GPTN100009	00	9993	BUS	Agree BellSouth will implement a system fix on 02/02/02 to address this fallout issue.	No further action required.
80	018011GPTN101007	00	9993	BUS	Agree BellSouth will implement a system fix on 02/02/02 to address this fallout issue.	No further action required.
81	018011GPTN101008	00	9993	BUS	Do not agree Fallout due to KPMG ordering issue. KPMG sent multiple PONs on the same account.	KPMG Consulting agrees. Removed from flow-through denominator.
82	018031GPEN100005	00	9993	BUS	Do Not Agree PON did flow through. Current data was not available for the original run of KPMG Weekly Report due to the implementation of code changes. PON appears in rerun report sent to KPMG on 01/31/02. File name KPMGLSR_1231_0106_2001_RR.XLS	KPMG Consulting agrees based on re-run report. KPMG Consulting will validate re-run report when monthly data becomes available in late February. Added to flow-through numerator.

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2ND AMENDED EXCEPTION 86- ATTACHMENT I
BellSouth Florida OSS Testing Evaluation

83	018031GPEN101005	00	9993	BUS	Do not agree Fallout due to KPMG ordering issue. KPMG sent multiple PONs on the same account.	KPMG Consulting agrees. Removed from flow-through denominator.
84	018031GPEN101006	00	9993	BUS	Do Not Agree PON did flow through. Current data was not available for the original run of KPMG Weekly Report due to the implementation of code changes. PON appears in rerun report sent to KPMG on 01/31/02. File name KPMGLSR_1231_0106_2001_RR.XLS	KPMG Consulting agrees based on re-run report. KPMG Consulting will validate re-run report when monthly data becomes available in late February. Added to flow-through numerator.
85	018031GPEN101007	00	9993	BUS	Do Not Agree PON did flow through. Current data was not available for the original run of KPMG Weekly Report due to the implementation of code changes. PON appears in rerun report sent to KPMG on 01/31/02. File name KPMGLSR_1231_0106_2001_RR.XLS	KPMG Consulting agrees based on re-run report. KPMG Consulting will validate re-run report when monthly data becomes available in late February. Added to flow-through numerator.
86	018042GPEN100010	01	9993	BUS	Do Not Agree PON did flow through. Current data was not available for the original run of KPMG Weekly Report due to the implementation of code changes. PON appears in rerun report sent to KPMG on 01/31/02. File name KPMGLSR_1231_0106_2001_RR.XLS	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.
87	018042GPEN100010	02	9993	BUS	Do Not Agree PON did flow through. Current data was not available for the original run of KPMG Weekly Report due to the implementation of code changes. PON appears in rerun report sent to KPMG on 01/31/02. File name KPMGLSR_1231_0106_2001_RR.XLS	KPMG Consulting agrees; monthly report review shows clarification was returned. Removed from flow-through denominator.

2ND AMENDED EXCEPTION 86- ATTACHMENT I

BellSouth Florida OSS Testing Evaluation

88	018042GPTN101014	00	9993	BUS	Do Not agree. PON did flow through. TAG failure due to client CLEC Notification Server	KPMG Consulting agrees based on re-run report. KPMG Consulting will validate re-run report when monthly data becomes available in late February. Added to flow- through numerator.
89	075021GPTF110009	00	9993	RES	Do Not Agree Fallout due to KPMG ordering issue. Fields on LSR contained entries applicable for residence service. However, the request was submitted on a business account.	KPMG Consulting disagrees. According to the Flow-Through calculation logic, any PON assigned to system fallout that did not have a clarification returned (or posted) is assigned to BellSouth-caused fallout.

2ND AMENDED EXCEPTION 86 – ATTACHMENT IIBellSouth Florida OSS Testing Evaluation

2ND Amended Exception 86 Attachment II

Index #	PON	VER	CC	Level of Disaggregation
1	001061GPEJ101017	00	9990	RES
2	001061GPEJ101018	00	9994	RES
3	001061GPEJ101019	00	9990	RES
4	001061GPEJ101020	00	9990	RES
5	011071GPLJ100019	03	9993	BUS
6	016011GPEN100005	00	9993	RES
7	016011GPEN100006	00	9993	RES
8	016011GPEN101002	00	9993	RES
9	016011GPEN101004	00	9993	RES
10	018011GPTN100011	00	9993	BUS
11	022011GPLJ100031	00	9993	RES
12	075021GPEF101001	01	9990	RES

KPMG Consulting, Inc.

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FLA 2ND Amended Exception 86 Attachment II (TVV3).doc

Attachment 19

EXCEPTION 136

BellSouth Florida OSS Testing Evaluation

Date: January 15, 2002

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the Order "Flow Through" Evaluation (TVV3).

Exception:

KPMG Consulting did not receive flow through Firm Order Confirmations (FOC) on Unbundled Network Element (UNE) Local Service Requests (LSR) submitted electronically via the mechanized ordering process: (TVV3)

Issue:

According to Ordering O-3 of the Service Quality Measurement Plan¹, BellSouth should issue a flow through FOC on 85% of UNE LSRs submitted through mechanized ordering processes. During production re-testing of the Telecommunications Access Gateway (TAG), Electronic Data Interchange (EDI), and Local Exchange Navigation System (LENS) interfaces, a number of LSRs submitted by KPMG Consulting fell out for unexpected manual intervention.

The following are the results on UNE LSR responses that KPMG Consulting received during the functional re-test. The re-test began on November 26, 2001, and the results cover testing through January 4, 2002. The number of transactions specifically excludes fatal rejects, auto clarifications, CLEC-caused system fallout, and anticipated planned manual fallouts².

	UNE
Number of Transactions	131
Number of Flow Through FOCs	80
Percent	61%

Please refer to *FLA Exception 136 Attachment 1* for UNE LSRs that fell out for unexpected manual intervention.

Impact:

Flow through LSRs are a critical factor in the CLEC's delivery of service to customers in a timely manner. Unexpected manual intervention may cause significant delays in the return of confirmations or errors and may have a negative impact on the timeliness of the completion of CLEC orders, lowering overall CLEC customer satisfaction.

¹ BellSouth OSS Testing Florida Interim Performance Metrics Ver. 3.0, approved by Florida PSC June 12, 2001

² A list of qualifications for planned manual fallout can be found in Ordering O-3 of the Service Quality Measurement Plan.

EXCEPTION 136 – Attachment One

BellSouth Florida OSS Testing Evaluation

Attachment One

Item #	PON	VER	CC	Level of Disaggregation	BellSouth's Findings
1	070011GPEH100004	00	9990	UNE	Do not agree Fallout due to KPMG ordering issue. KPMG provided incorrect data in the AN field.
2	070022GPTF100010	00	9990	UNE	Do not agree Fallout due to KPMG ordering issue. KPMG provided incorrect data in the BAN, AN, and LTN fields.
3	070022GPTF102012	00	9990	UNE	Do not agree Fallout due to KPMG ordering issue. KPMG attempted to order a new listing account using a TN already established as a listing account.
4	070022GPTF103009	01	9990	UNE	Do not agree Fallout due to KPMG ordering issue. KPMG provided incorrect data in the BAN field.
5	070022GPTF103011	00	9990	UNE	Do not agree Fallout due to KPMG ordering issue. KPMG attempted to order a new listing account using a TN already established as a listing account.
6	070051GPEI100002	02	9990	UNE	Do not agree. Planned manual fallout should not be part of this exception. Fallout on SUP due to related pending orders for this request.
7	070051GPEI100008	00	9990	UNE	Do not agree PON did flow through but hit downstream provisioning problem due to KPMG ordering issues. KPMG sent invalid cable/pair data on the LSR. Subsequent clarification was sent to KPMG advising of the ordering error.

EXCEPTION 136 – Attachment One

BellSouth Florida OSS Testing Evaluation

Item #	PON	VER	CC	Level of Disaggregation	BellSouth's Findings
8	070051GPEI100008	01	9990	UNE	Do not agree. Planned manual fallout should not be part of this exception. Fallout on SUP due to related pending orders for this request.
9	070051GPEI100021	01	9990	UNE	Do not agree. PON did flow through. Current data was not available for the original run of KPMG Weekly Report due to the implementation of code changes. PON appears in the rerun report sent to KPMG on 01/31/02. File name KPMGLSR_1231_0106_2001_RR.XLS.
10	070051GPEI101003	00	9990	UNE	Do not agree. PON did flow through but hit downstream provisioning errors due to KPMG ordering issues. KPMG sent multiple PONs for the same account at practically on the same day. Subsequent clarification was sent to KPMG advising of the ordering error.
11	070051GPEI101003	01	9990	UNE	Do not agree. Fallout due to KPMG ordering issues. This is a SUP to cancel the item 10 PON above. The orders had already been canceled when the clarification was sent to KPMG.
12	070051GPEI102013	00	9990	UNE	Do not agree PON did flow through but hit downstream provisioning problem due to KPMG ordering issues. KPMG sent invalid cable/pair data on the LSR. Subsequent clarification was sent to KPMG advising of the ordering error.

EXCEPTION 136 – Attachment One

BellSouth Florida OSS Testing Evaluation

Item #	PON	VER	CC	Level of Disaggregation	BellSouth's Findings
13	070051GPEI102013	01	9990	UNE	Do not agree. Planned manual fallout should not be part of this exception. Fallout on SUP due to related pending orders for this request. In addition, a subsequent clarification was sent because KPMG had already disconnected the TN with another PON.
14	070022GPEF101001	00	9993	UNE	Do not agree Fallout due to KPMG ordering issue. KPMG attempted to order a new listing account using a TN already established as a listing account. Clarification was sent to KPMG advising of the ordering error.
15	070022GPEH100004	00	9993	UNE	Agree BellSouth has opened a defect to address UNE conversion orders that fallout due because the CABS account is in a different SITE than the End User account.
16	070022GPEH101005	00	9993	UNE	Agree BellSouth has opened a defect to address UNE conversion orders that fallout due because the CABS account is in a different SITE than the End User account.
17	070022GP TH102010	00	9993	UNE	Agree BellSouth has opened a defect to address UNE conversion orders that fallout due because the CABS account is in a different SITE than the End User account.
18	070062GPLI101002	01	9993	UNE	Do not agree. Planned manual fallout should not be part of this exception. Fallout on SUP due to related pending orders for this request.

EXCEPTION 136 – Attachment One

BellSouth Florida OSS Testing Evaluation

Item #	PON	VER	CC	Level of Disaggregation	BellSouth's Findings
19	070062GPLI102002	01	9993	UNE	Do not agree. Planned manual fallout should not be part of this exception. Fallout on SUP due to related pending orders for this request.
20	076011GPEH100002	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.
21	076011GPEH100003	01	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.
22	076011GPEH100005	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.
23	076011GPEH100006	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.
24	076011GPEH100008	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.
25	076011GPEH100010	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.
26	076011GPEH100011	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.
27	076011GPEH100012	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.

EXCEPTION 136 – Attachment One
BellSouth Florida OSS Testing Evaluation

Item #	PON	VER	CC	Level of Disaggregation	BellSouth's Findings
28	076011GPEH100012	01	9993	UNE	Do not agree. PON did flow through. Current data was not available for the original run of KPMG Weekly Report due to the implementation of code changes. PON appears in the rerun report sent to KPMG on 01/31/02. File name KPMGLSR_1231_0106_2001_RR.XLS.
29	076011GPEH101001	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.
30	076011GPEH101004	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.
31	076011GPEH101007	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.
32	076011GPEH101013	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.
33	076021GPEH100001	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.
34	076021GPEH100002	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.
35	076021GPEH100003	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.

EXCEPTION 136 – Attachment One

BellSouth Florida OSS Testing Evaluation

Item #	PON	VER	CC	Level of Disaggregation	BellSouth's Findings
36	076021GPEH100004	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.
37	076021GPEH100004	01	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.
38	076021GPEH101005	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.
39	076032GPEH100001	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.
40	076032GPEH101002	02	9993	UNE	Do not agree. PON did flow through. Current data was not available for the original run of KPMG Weekly Report due to the implementation of code changes. PON appears in the rerun report sent to KPMG on 01/31/02. File name KPMGLSR_1231_0106_2001_RR.XLS.
41	077011GPEH100001	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.
42	077011GPEH100002	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.
43	077011GPEH100003	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.

KPMG Consulting, Inc.

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EXCEPTION 136 – Attachment One

BellSouth Florida OSS Testing Evaluation

Item #	PON	VER	CC	Level of Disaggregation	BellSouth's Findings
44	077011GPEH100004	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.
45	077011GPEH100004	01	9993	UNE	Do not agree. Planned manual fallout should not be part of this exception. Fallout due to partial disconnect request of non-design UNE account not in system functionality.
46	077011GPEH101001	00	9993	UNE	Do not agree. Planned manual fallout should not be part of this exception. Fallout due to partial disconnect request of non-design UNE account not in system functionality.
47	077011GPEH101001	01	9993	UNE	Do not agree. Planned manual fallout should not be part of this exception. Fallout due to partial disconnect request of non-design UNE account not in system functionality.
48	077011GPTH100005	00	9993	UNE	Do not agree Fallout due to KPMG ordering issue. KPMG provided incorrect data in the AN field.
49	077011GPTH100006	01	9993	UNE	Do not agree. Planned manual fallout should not be part of this exception. Fallout due to partial disconnect request of non-design UNE account not in system functionality.
50	077011GPTH100007	00	9993	UNE	Agree BellSouth implemented a system fix on 02/02/02 to address this due date calculation issue.

**FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 136
(TVV3)**



Florida OSS Test
Exception #136
Date: February 5, 2002

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the Order "Flow Through" Evaluation (TVV3).

Exception:

KPMG Consulting did not receive flow through Firm Order Confirmations (FOC) on Unbundled Network Element (UNE) Local Service Requests (LSR) submitted electronically via the mechanized ordering process. (TVV3)

Issue:

According to Ordering O-3 of the Service Quality Measurement Plan¹, BellSouth should issue a flow through FOC on 85% of UNE LSRs submitted through mechanized ordering processes. During production re-testing of the Telecommunications Access Gateway (TAG), Electronic Data Interchange (EDI), and Local Exchange Navigation System (LENS) interfaces, a number of LSRs submitted by KPMG Consulting fell out for unexpected manual intervention.

The following are the results on UNE LSR responses that KPMG Consulting received during the functional re-test. The re-test began on November 26, 2001, and the results cover testing through January 4, 2002. The number of transactions specifically excludes fatal rejects, auto clarifications, CLEC-caused system fallout, and anticipated planned manual fallouts².

	UNE
Number of Transactions	131
Number of Flow Through FOCs	80
Percent	61%

¹ BellSouth OSS Testing Florida Interim Performance Metrics Ver. 3.0, approved by Florida PSC June 12, 2001

² A list of qualifications for planned manual fallout can be found in Ordering O-3 of the Service Quality Measurement Plan.

FLORIDA OSS BELL SOUTH'S RESPONSE TO EXCEPTION 136 (TVV3)

Please refer to *FLA Exception 136 Attachment 1* for UNE LSRs that fell out for unexpected manual intervention.

Impact:

Flow through LSRs are a critical factor in the CLEC's delivery of service to customers in a timely manner. Unexpected manual intervention may cause significant delays in the return of confirmations or errors and may have a negative impact on the timeliness of the completion of CLEC orders, lowering overall CLEC customer satisfaction.

BellSouth's Response:

BellSouth's findings for the 50 PONs listed in this exception are summarized in the table below. Detailed findings for individual PONs have been provided in Exception 136 Attachment One.

DD

BellSouth's Response Summary	Item #s	Total Quantity of PONs
Agree, System fix implemented 02/02/02.	20 21 22 23 24 25 26 27 29 30 31 32 33 34 35 36 37 38 39 41 42 43 44 50	24
Agree, System defect opened.	15 16 17	3
Do not agree, Planned manual fallout.	6 8 13 18 19 45 46 47 49	9
Do not agree, KPMG ordering issues.	1 2 3 4 5 7 10 11 12 14 48	11
Do not agree, SQM Weekly Report issues.	9 28 40	3
Total Agree.		27
Total Do not agree.		23

BellSouth's research indicates KPMG did not exclude planned manual fallout or CLEC caused system fallout from the number of transactions as required in Ordering O-3 of the Service Quality Measurement Plan. Based on BellSouth's findings, 75% (83 out of 111) of the PONs provided by KPMG did receive a flow through FOC. The system fix implemented on February 2, 2002 will address 24 of the PONs that fell out for manual handling due to calculate due date issues. The remaining 3 PONs fell out for a system defect impacting orders where the CABS accounts appear in a site different than the end user account. The system fix will be prioritized and implemented in a future release.

Attachment 20

EXCEPTION 121

BellSouth Florida OSS Testing Evaluation

Date: November 13, 2001

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the Order "Flow Through" Evaluation (TVV3).

Exception:

KPMG Consulting could not identify flow through Firm Order Confirmations (FOC) on Local Number Portability (LNP) Local Service Requests (LSR) submitted electronically via the mechanized ordering process. (TVV3)

Issue:

According to Ordering O-3 of the Service Quality Measurement Plan¹, BellSouth should issue a flow through FOC on 85% of LNP LSRs submitted through mechanized ordering processes. During production testing of the TAG, EDI and LENS interfaces, a number of LSRs submitted by KPMG Consulting fell out for manual intervention.

The following are the results that KPMG Consulting received as of November 9, 2001 on LNP LSRs. The number of transactions specifically excludes fatal rejects, auto clarifications, CLEC-error system fallout, and orders that are classified as planned manual fallouts in O-3.

	LNP
Total Number of FOCs	128
Number of Flow Through FOCs	62
Percent	48%

Please refer to *FLA Exception 121 Supporting Document I* for LSRs, which fell out for manual intervention.

Impact:

Flow through LSRs are a critical factor in the CLECs delivery of timely service to customers. Unexpected manual intervention may cause significant delays in the return of FOCs and may have a negative impact on the timeliness of the completion of CLEC orders, lowering overall CLEC customer satisfaction.

¹ BellSouth OSS Testing Florida Interim Performance Metrics Ver. 3.0, Approved by Florida PSC June 12, 2001

EXCEPTION 121 – SUPPORTING DOCUMENT I

BellSouth Florida OSS Testing Evaluation

Attachment One

Item	PON	VER	CC	Level of Disaggregation	BellSouth Findings
1	071011FPTI004012	00	4085	LNP	No error codes found, FOCd in 1 hour
2	073041FPEG10000 3	01	4085	LNP	Supplemental LSR to cancel, was planned fallout
3	073041FPEG10000 4	00	4085	LNP	No error codes found, FOCd in 2 minutes
4	073041FPEG10000 5	01	4085	LNP	Supplemental LSR to cancel, was planned fallout
5	073041FPEG10000 6	00	4085	LNP	No error codes found, FOCd in 1 minute
6	073041FPEG10000 8	00	4085	LNP	No error codes found, FOCd in 1 minute
7	073041FPTG10001 2	00	4085	LNP	No error codes found, FOCd in 1 minutes
8	073041FPTG10001 3	01	4085	LNP	Supplemental LSR to cancel & pending service order activity, was planned fallout
9	073041FPTG10001 5	00	4085	LNP	No error codes found, FOCd in 1 hour
10	073041FPTG10001 8	01	4085	LNP	Pending service order activity, was planned fallout
11	073041FPTG10101 3	01	4085	LNP	Pending service order activity, was planned fallout
12	073041FPTG10101 7	00	4085	LNP	Pending service order activity, was planned fallout
13	073041FPTG10101 8	00	4085	LNP	Pending service order activity, was planned fallout
14	073041FPTG10201 1	01	4085	LNP	Supplemental LSR to cancel, was planned fallout
15	073041FPTG10201	01	4085	LNP	Supplemental LSR to

EXCEPTION 121 – SUPPORTING DOCUMENT I

BellSouth Florida OSS Testing Evaluation

Item	PON	VER	CC	Level of Disaggregation	BellSouth Findings
	6				cancel, was planned fallout
16	073041FPTG102020	01	4085	LNP	Supplemental LSR to cancel, was planned fallout
17	073041FPTG103014	01	4085	LNP	BLS researching cause of fallout
18	073041FPTG103016	01	4085	LNP	BLS researching cause of fallout
19	073051FPEG101001	01	4085	LNP	Supplemental LSR to cancel, was planned fallout
20	073051FPEG101002	00	4085	LNP	No error codes found, FOCd in 1 minute
21	073051FPEG101004	00	4085	LNP	No error codes found, FOCd in 1 minute
22	073051FPEG101005	01	4085	LNP	Supplemental LSR to cancel, was planned fallout
23	073051FPEG101006	00	4085	LNP	No error codes found, FOCd in 2 minutes
24	073051FPEG101007	00	4085	LNP	No error codes found, FOCd in 2 minutes
25	073051FPEG101008	01	4085	LNP	Supplemental LSR to cancel, was planned fallout
26	073051FPEG101009	00	4085	LNP	No error codes found, FOCd in 2 minutes
27	073051FPEG102001	01	4085	LNP	Pending service order activity, was planned fallout
28	073051FPEG102002	00	4085	LNP	Pending service order activity, was planned fallout
29	073051FPEG102005	00	4085	LNP	Pending service order activity, was planned fallout
30	073051FPEG102006	01	4085	LNP	Pending service order activity, was planned fallout

EXCEPTION 121 – SUPPORTING DOCUMENT I

BellSouth Florida OSS Testing Evaluation

Item	PON	VER	CC	Level of Disaggregation	BellSouth Findings
31	073051FPEG102007	00	4085	LNP	Pending service order activity, was planned fallout
32	073051FPEG102010	00	4085	LNP	Pending service order activity, was planned fallout
33	073051FPEG104003	00	4085	LNP	No error codes found, FOCd in 1 minute
34	073051FPEG105003	00	4085	LNP	Pending service order activity, was planned fallout
35	073051FPTG100016	00	4085	LNP	No error codes found, FOCd in 1 minute
36	073051FPTG100018	00	4085	LNP	No error codes found, FOCd in 12 minutes
37	073051FPTG100020	00	4085	LNP	No error codes found, FOCd in 1 minute
38	073051FPTG101011	00	4085	LNP	No error codes found, FOCd in 1 minute
39	071011FPEI000003	00	7050	LNP	Unable to validate address for directory
40	071011FPEI000006	01	7050	LNP	Should have processed mechanically. Was picked up by script next morning and flowed through the system
41	071011FPEI001002	00	7050	LNP	Unable to validate address for directory
42	071011FPEI001003	00	7050	LNP	Unable to validate address for directory
43	071011FPEI004002	00	7050	LNP	Unable to validate address for directory
44	071051FPEI000008	01	7050	LNP	Supplemental LSR to cancel, was planned fallout
45	071051FPEI001002	01	7050	LNP	Supplemental LSR to cancel, was planned fallout

EXCEPTION 121 – SUPPORTING DOCUMENT I

BellSouth Florida OSS Testing Evaluation

Item	PON	VER	CC	Level of Disaggregation	BellSouth Findings
46	071051FPEI002008	01	7050	LNP	Supplemental LSR to cancel, was planned fallout
47	071051FPEI003002	01	7050	LNP	Supplemental LSR to cancel, was planned fallout
48	071051FPEI004008	02	7050	LNP	Processed FOC in just over an hour
49	071051FPEI005002	03	7050	LNP	Processed FOC in just over 2 hours
50	071061FPEI002005	02	7050	LNP	Supplemental LSR for all other changes, was planned fallout
51	071061FPEI002005	03	7050	LNP	Supplemental LSR for all other changes, was planned fallout
52	071061FPEI002005	04	7050	LNP	Pending service order activity, was planned fallout
53	071061FPEI004005	02	7050	LNP	Supplemental LSR to cancel, was planned fallout
54	071071FPEI002002	01	7050	LNP	BLS researching cause of fallout
55	071011FPTI002012	01	7125	LNP	Supplemental LSR to cancel, was planned fallout
56	071051FPEI000003	06	7125	LNP	Supplemental LSR to cancel, was planned fallout
57	071051FPEI000007	01	7125	LNP	Supplemental LSR to cancel, was planned fallout
58	071051FPEI001004	01	7125	LNP	Supplemental LSR to cancel, was planned fallout
59	071051FPEI003003	01	7125	LNP	Pending service order activity, was planned fallout
60	071051FPEI003003	02	7125	LNP	Pending service order

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EXCEPTION 121 – SUPPORTING DOCUMENT I

BellSouth Florida OSS Testing Evaluation

Item	PON	VER	CC	Level of Disaggregation	BellSouth Findings
					activity, was planned fallout
61	071051FPEI003004	01	7125	LNP	Pending service order activity, was planned fallout
62	071051FPEI003004	02	7125	LNP	Pending service order activity, was planned fallout
63	071051FPEI003007	01	7125	LNP	No error codes found, FOCd in 1 minute
64	071061FPEI001006	00	7125	LNP	Unable to validate address for directory
65	071061FPEI001008	02	7125	LNP	Unable to validate address for directory, TNs on CSR not found on LSR, was planned fallout
66	071061FPEI002001	00	7125	LNP	BLS researching cause of fallout

FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 121



Florida OSS Test
Exception #121

Date: November 19, 2001

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the Order "Flow Through" Evaluation (TVV3).

Exception:

KPMG Consulting could not identify flow through Firm Order Confirmations (FOC) on Local Number Portability (LNP) Local Service Requests (LSR) submitted electronically via the mechanized ordering process. (TVV3)

Issue:

According to Ordering O-3 of the Service Quality Measurement Plan¹, BellSouth should issue a flow through FOC on 85% of LNP LSRs submitted through mechanized ordering processes. During production testing of the TAG, EDI and LENS interfaces, a number of LSRs submitted by KPMG Consulting fell out for manual intervention.

The following are the results that KPMG Consulting received as of November 9, 2001 on LNP LSRs. The number of transactions specifically excludes fatal rejects, auto clarifications, CLEC-error system fallout, and orders that are classified as planned manual fallouts in O-3.

	LNP
Total Number of FOCs	128
Number of Flow Through FOCs	62
Percent	48%

Please refer to *FLA Exception XXX Supporting Document One* for LSRs, which fell out for manual intervention.

¹ BellSouth OSS Testing Florida Interim Performance Metrics Ver. 3.0, Approved by Florida PSC June 12, 2001

FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 121

Impact:

Flow through LSRs are a critical factor in the CLECs delivery of timely service to customers. Unexpected manual intervention may cause significant delays in the return of FOCs and may have a negative impact on the timeliness of the completion of CLEC orders, lowering overall CLEC customer satisfaction.

BellSouth's Response:

Of the 66 PONs sent to review, 56 of them had conditions which classified them as planned manual fallout. That left 10 that should have processed mechanically, but did not, as explained in the attachment. Therefore, the number of flow-through FOCs was 72, not 128, due to planned manual fallout. That would put the % at 86 rather than 48, which is above the benchmark.

Attachment 21

OBSERVATION 167

BellSouth Florida OSS Testing Evaluation

Date: February 22, 2002

OBSERVATION REPORT

KPMG Consulting has identified an observation as a result of the Order "Flow Through" Evaluation (TVV3).

Observation:

BellSouth's flow-through documentation contains incomplete and inconsistent information regarding product flow-through capabilities of the BellSouth Operations Support Systems (OSS). (TVV3)

Background:

BellSouth publishes multiple Competitive Local Exchange Carrier (CLEC) documents that detail flow-through eligibility of particular order types. These documents include the *BellSouth Business Rules for Local Ordering*¹ and the LSR Flow-Through Matrix². CLECs rely on this documentation when planning order submission patterns.

Issue:

KPMG Consulting has identified several instances of inconsistent or incomplete flow-through instructions in BellSouth's flow-through documentation. The chart below details the issues.

Item	Issue	Order Type	BBR-LO	LSR Matrix
A	BBR-LO appears to be inconsistent with LSR Matrix	Loop Changes: Reqtyp A, Activity C	Non flow-through for all SL2, and SL1 LNA N, C, or D	Act of C is Flow-Through for SL1, SL2, DS1, HDSL
B	Flow-Through documentation does not appear to contain reqtyp-activity combination	New Line Sharing: Reqtyp A, Activity N	Refer to SQM	Activity type not listed for product

¹ BellSouth Business Rules for Local Ordering, Issue 10.3.1-10.4 (rev)- February 2, 2002, Sections 2.9 and 2.9.1.

² The LSR Flow-Through Matrix can be found in the ordering section of the Service Quality Measurement Plan, Version 3.00, Issued June 1, 2001. An updated matrix is also maintained on BellSouth's Performance Measurement and Analysis Platform, at https://pmap.bellsouth.com/docs/FT_12_04_01.pdf.

OBSERVATION 167

BellSouth Florida OSS Testing Evaluation

Item	Issue	Order Type	BBR-LO	LSR Matrix
C	Flow-Through documentation does not appear to contain reqtyp-activity combination	ISDN-BRI loop migration: Reqtyp A, Activity V	Refer to SQM	Activity type not listed for product
D	Flow-Through documentation does not appear to contain reqtyp-activity combination	DS1 Disconnect: Reqtyp A, Activity D	Refer to SQM	Activity type not listed for product
E	LSR Matrix documentation inconsistency	Resale ISDN-BRI Moves: Reqtyp E, Activity T	Refer to SQM	Activity type is listed in two entries for the same product; appears as planned fallout and non-mechanized
F	LSR Matrix documentation inconsistency	Resale Synchronet: Reqtyp E, Activity N	Refer to SQM	Product is listed with a "yes" in both the flow-through and the planned fallout columns
G	LSR Matrix documentation inconsistency	ADSL Loops: Reqtyp A, All Activities	Refer to SQM	Appears in the SQM LSR Flow-Through Matrix but not in the PMAP-Posted LSR Flow-Through Matrix
H	BBR-LO does not address circumstances of a planned manual fallout category	Pending order review required ³	No details provided in BBR-LO	No details provided in LSR Flow-Through Matrix

Impact:

Inconsistent and incomplete flow-through documentation may lead to CLEC errors and inaccurate CLEC resource planning, which could increase end-to-end transaction processing time and lead to decreased CLEC customer satisfaction.

³ Ordering Measure O-3 of the Florida Service Quality Measurement Plan, Version 3.00, Issued June 1, 2001, lists "pending order review required" as one of 13 categories of planned manual fallout.

Attachment 22

EXCEPTION 122

BellSouth Florida OSS Testing Evaluation

Date: November 13, 2001**EXCEPTION REPORT**

KPMG Consulting has identified an exception as a result of the Order "Flow-Through" Evaluation (TVV3). This exception was originally issued as Observation 128.

Observation:

BellSouth did not provide flow-through classification information for Digital Subscriber Line (DSL) orders submitted by KPMG Consulting. (TVV3)

Background:

Ordering Measure O-6 of the Service Quality Measurement Plan¹ provides Competitive Local Exchange Carriers (CLECs) with a list of flow-through activity of all Local Service Requests (LSRs) submitted by the CLEC during each reporting period. BellSouth's Performance Measurement and Analysis Platform (PMAP) Web Site² notes that a CLEC can receive its "LSR Detail Report" upon request.

KPMG Consulting has requested the report information and receives its "LSR Detail Report" each month.

Issue:

As part of the "Flow-Through" Evaluation, KPMG Consulting reconciles all LSRs submitted in the POP Functional Evaluation with the LSR Detail Report. KPMG Consulting has not received LSR status information on 117 DSL orders submitted through the available electronic interfaces.

KPMG Consulting has not received flow-through classification information on the following DSL PONs:

PON	VER	CC	LSR SENT DATE
072131FPTH000016	00	9990	05/16/01
072131FPTH000018	00	9990	05/16/01
072131FPTH000018	01	9990	05/23/01
072131FPTH000018	02	9990	05/23/01
072131FPEH005001	00	9993	06/27/01
072131FPEH006002	00	9993	06/27/01
072131FPTH000014	00	9993	06/21/01
072131FPTH000015	00	9993	06/28/01

¹ BellSouth OSS Testing Florida Interim Performance Metrics Version 3.0, Approved June 1, 2001

² https://pmap.bellsouth.com/monthly_site_updates.cfm

EXCEPTION 122

BellSouth Florida OSS Testing Evaluation

PON	VER	CC	LSR SENT DATE
072131FPTH000017	00	9993	05/10/01
072131FPTH000017	01	9993	05/23/01
072131FPTH000017	02	9993	05/23/01
072131FPTH000017	03	9993	05/29/01
072131FPTH000019	00	9993	06/29/01
072131FPTH000020	00	9993	05/16/01
072131FPTH001013	00	9993	06/20/01
072131FPTH001016	00	9993	06/11/01
072131FPTH001018	00	9993	05/25/01
072131FPTH001018	01	9993	05/30/01
072131FPTH001018	03	9993	06/01/01
072131FPTH001018	04	9993	06/07/01
072131FPTH001020	00	9993	06/29/01
072131FPTH002012	00	9993	05/10/01
072131FPTH002012	03	9993	05/10/01
072131FPTH002020	00	9993	07/17/01
072131FPTH004011	00	9993	06/21/01
072141FPEH000003	00	9993	07/16/01
072141FPEH000004	00	9993	07/06/01
072141FPEH000005	00	9993	07/06/01
072141FPEH000006	00	9993	07/06/01
072141FPEH000007	00	9993	07/06/01
072141FPEH000008	00	9993	07/06/01
072141FPEH000009	00	9993	07/06/01
072141FPEH000010	00	9993	07/16/01
072141FPEH002001	00	9993	05/22/01
072141FPEH003001	00	9993	06/07/01
072141FPTH000013	00	9993	06/20/01
072141FPTH000015	00	9993	05/02/01
072141FPTH000016	00	9993	06/20/01
072141FPTH000017	00	9993	06/06/01
072141FPTH000018	00	9993	06/28/01
072141FPTH000019	00	9993	05/03/01
072141FPTH000020	00	9993	06/20/01
072141FPTH001011	00	9993	06/29/01
072141FPTH001012	00	9993	05/03/01
072141FPTH001014	00	9993	06/21/01
072141FPTH001017	00	9993	06/21/01
084011FPEH000001	00	9993	07/03/01
084011FPEH000002	00	9993	06/28/01
084011FPEH001003	00	9993	06/28/01
084011FPEH001004	00	9993	07/06/01

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BellSouth Florida OSS Testing Evaluation

PON	VER	CC	LSR SENT DATE
084011FPEH001005	00	9993	06/25/01
084011FPTH000009	00	9993	04/27/01
084011FPTH000010	00	9993	04/27/01
084011FPTH001007	00	9993	04/27/01
084011FPTH001008	00	9993	04/27/01
084011FPTH001009	00	9993	05/08/01
084011FPTH001009	01	9993	05/09/01
084011FPTH001010	00	9993	05/08/01
084011FPTH001010	01	9993	05/09/01
084011FPTH002009	00	9993	07/17/01
084011FPTH002010	00	9993	07/17/01
084011FPTH007006	00	9993	04/26/01
084021FPEH000004	00	9993	06/27/01
084021FPEH000005	00	9993	06/29/01
084021FPEH000006	00	9993	06/26/01
084021FPEH000007	00	9993	06/25/01
084021FPEH000008	00	9993	06/20/01
084021FPTH000010	00	9993	05/17/01
084021FPTH000011	00	9993	05/18/01
084021FPTH000013	00	9993	05/18/01
084021FPTH000013	01	9993	05/18/01
084021FPTH000013	02	9993	05/18/01
084021FPTH000015	00	9993	06/07/01
084021FPTH000016	00	9993	06/07/01
084021FPTH001012	00	9993	06/20/01
084021FPTH001013	00	9993	06/21/01
084021FPTH002009	00	9993	05/18/01
085011FPEH000003	00	9993	06/22/01
085011FPEH000004	00	9993	07/06/01
085011FPEH000009	00	9993	07/02/01
085011FPEH000009	01	9993	07/02/01
085011FPEH001001	00	9993	06/11/01
085011FPEH001001	01	9993	06/22/01
085011FPEH001001	03	9993	07/18/01
085011FPEH001005	00	9993	06/22/01
085011FPEH001006	00	9993	06/22/01
085011FPEH002007	00	9993	06/22/01
085011FPEH002010	00	9993	07/18/01
085011FPEH004002	00	9993	06/22/01
085011FPTH000017	00	9993	06/28/01
085011FPTH000017	01	9993	06/28/01
085011FPTH000017	02	9993	06/29/01

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BellSouth Florida OSS Testing Evaluation

PON	VER	CC	LSR SENT DATE
085011FPTH000019	00	9993	06/07/01
085011FPTH001013	00	9993	06/29/01
085011FPTH001014	00	9993	06/22/01
085011FPTH001016	00	9993	06/07/01
085011FPTH001016	01	9993	06/13/01
085011FPTH001018	00	9993	06/07/01
085011FPTH001020	00	9993	06/28/01
085011FPTH003015	00	9993	06/07/01
085011FPTH003015	01	9993	06/07/01
085011FPTH004011	00	9993	05/21/01
085011FPTH004012	00	9993	07/02/01
085011FPTH005011	00	9993	06/07/01
087041FPEH000004	00	9993	06/25/01
087041FPEH002003	00	9993	06/25/01
087041FPEH005001	00	9993	06/25/01
087041FPEH005002	00	9993	06/26/01
087041FPTH000010	00	9993	06/29/01
087041FPTH001007	00	9993	06/01/01
087041FPTH001007	01	9993	06/05/01
087041FPTH001008	00	9993	06/28/01
087041FPTH003009	00	9993	06/29/01
087041FPTH003009	01	9993	06/29/01
087041FPTH003009	03	9993	07/02/01
087041FPTH005006	00	9993	05/17/01
087041FPTH006006	00	9993	06/07/01

KPMG Consulting has reviewed BellSouth's Response to Observation 128. This response stated:

"BellSouth is in the process of adding xDSL products to the Flow Through SQM reports. Team Connection # 2456 has been entered to begin the development process."

Based on BellSouth's response, KPMG Consulting escalates Observation 128 to Exception status.

Impact:

The absence of flow-through classification data could result in an increased order error rate, resulting in a CLEC's inability to identify ordering problems in a timely manner. As a result, CLEC customer satisfaction could decrease.

FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 122



Florida OSS Test
Exception #122

Date: November 29, 2001

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the Order "Flow-Through" Evaluation (TVV3). This exception was originally issued as Observation 128.

Observation:

BellSouth did not provide flow-through classification information for Digital Subscriber Line (DSL) orders submitted by KPMG Consulting. (TVV3)

Background:

Ordering Measure O-6 of the Service Quality Measurement Plan¹ provides Competitive Local Exchange Carriers (CLECs) with a list of flow-through activity of all Local Service Requests (LSRs) submitted by the CLEC during each reporting period. BellSouth's Performance Measurement and Analysis Platform (PMAP) Web Site² notes that a CLEC can receive its "LSR Detail Report" upon request.

KPMG Consulting has requested the report information and receives its "LSR Detail Report" each month.

Issue:

As part of the "Flow-Through" Evaluation, KPMG Consulting reconciles all LSRs submitted in the POP Functional Evaluation with the LSR Detail Report. KPMG Consulting has not received LSR status information on 117 DSL orders submitted through the available electronic interfaces.

KPMG Consulting has not received flow-through classification information on the following DSL PONs:

PON	VER	CC	LSR SENT DATE
072131FPTH000016	00	9990	05/16/01
072131FPTH000018	00	9990	05/16/01
072131FPTH000018	01	9990	05/23/01
072131FPTH000018	02	9990	05/23/01
072131FPEH005001	00	9993	06/27/01
072131FPEH006002	00	9993	06/27/01
072131FPTH000014	00	9993	06/21/01

¹ BellSouth OSS Testing Florida Interim Performance Metrics Version 3.0, Approved June 1, 2001

² https://pmap.bellsouth.com/monthly_site_updates.cfm

FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 122

PON	VER	CC	LSR SENT DATE
072131FPTH000015	00	9993	06/28/01
072131FPTH000017	00	9993	05/10/01
072131FPTH000017	01	9993	05/23/01
072131FPTH000017	02	9993	05/23/01
072131FPTH000017	03	9993	05/29/01
072131FPTH000019	00	9993	06/29/01
072131FPTH000020	00	9993	05/16/01
072131FPTH001013	00	9993	06/20/01
072131FPTH001016	00	9993	06/11/01
072131FPTH001018	00	9993	05/25/01
072131FPTH001018	01	9993	05/30/01
072131FPTH001018	03	9993	06/01/01
072131FPTH001018	04	9993	06/07/01
072131FPTH001020	00	9993	06/29/01
072131FPTH002012	00	9993	05/10/01
072131FPTH002012	03	9993	05/10/01
072131FPTH002020	00	9993	07/17/01
072131FPTH004011	00	9993	06/21/01
072141FPEH000003	00	9993	07/16/01
072141FPEH000004	00	9993	07/06/01
072141FPEH000005	00	9993	07/06/01
072141FPEH000006	00	9993	07/06/01
072141FPEH000007	00	9993	07/06/01
072141FPEH000008	00	9993	07/06/01
072141FPEH000009	00	9993	07/06/01
072141FPEH000010	00	9993	07/16/01
072141FPEH002001	00	9993	05/22/01
072141FPEH003001	00	9993	06/07/01
072141FPTH000013	00	9993	06/20/01
072141FPTH000015	00	9993	05/02/01
072141FPTH000016	00	9993	06/20/01
072141FPTH000017	00	9993	06/06/01
072141FPTH000018	00	9993	06/28/01
072141FPTH000019	00	9993	05/03/01
072141FPTH000020	00	9993	06/20/01
072141FPTH001011	00	9993	06/29/01
072141FPTH001012	00	9993	05/03/01
072141FPTH001014	00	9993	06/21/01
072141FPTH001017	00	9993	06/21/01
084011FPEH000001	00	9993	07/03/01
084011FPEH000002	00	9993	06/28/01
084011FPEH001003	00	9993	06/28/01
084011FPEH001004	00	9993	07/06/01
084011FPEH001005	00	9993	06/25/01
084011FPTH000009	00	9993	04/27/01
084011FPTH000010	00	9993	04/27/01

FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 122

PON	VER	CC	LSR SENT DATE
084011FPTH001007	00	9993	04/27/01
084011FPTH001008	00	9993	04/27/01
084011FPTH001009	00	9993	05/08/01
084011FPTH001009	01	9993	05/09/01
084011FPTH001010	00	9993	05/08/01
084011FPTH001010	01	9993	05/09/01
084011FPTH002009	00	9993	07/17/01
084011FPTH002010	00	9993	07/17/01
084011FPTH007006	00	9993	04/26/01
084021FPEH000004	00	9993	06/27/01
084021FPEH000005	00	9993	06/29/01
084021FPEH000006	00	9993	06/26/01
084021FPEH000007	00	9993	06/25/01
084021FPEH000008	00	9993	06/20/01
084021FPTH000010	00	9993	05/17/01
084021FPTH000011	00	9993	05/18/01
084021FPTH000013	00	9993	05/18/01
084021FPTH000013	01	9993	05/18/01
084021FPTH000013	02	9993	05/18/01
084021FPTH000015	00	9993	06/07/01
084021FPTH000016	00	9993	06/07/01
084021FPTH001012	00	9993	06/20/01
084021FPTH001013	00	9993	06/21/01
084021FPTH002009	00	9993	05/18/01
085011FPEH000003	00	9993	06/22/01
085011FPEH000004	00	9993	07/06/01
085011FPEH000009	00	9993	07/02/01
085011FPEH000009	01	9993	07/02/01
085011FPEH001001	00	9993	06/11/01
085011FPEH001001	01	9993	06/22/01
085011FPEH001001	03	9993	07/18/01
085011FPEH001005	00	9993	06/22/01
085011FPEH001006	00	9993	06/22/01
085011FPEH002007	00	9993	06/22/01
085011FPEH002010	00	9993	07/18/01
085011FPEH004002	00	9993	06/22/01
085011FPTH000017	00	9993	06/28/01
085011FPTH000017	01	9993	06/28/01
085011FPTH000017	02	9993	06/29/01
085011FPTH000019	00	9993	06/07/01
085011FPTH001013	00	9993	06/29/01
085011FPTH001014	00	9993	06/22/01
085011FPTH001016	00	9993	06/07/01
085011FPTH001016	01	9993	06/13/01
085011FPTH001018	00	9993	06/07/01
085011FPTH001020	00	9993	06/28/01

FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 122

PON	VER	CC	LSR SENT DATE
085011FPTH003015	00	9993	06/07/01
085011FPTH003015	01	9993	06/07/01
085011FPTH004011	00	9993	05/21/01
085011FPTH004012	00	9993	07/02/01
085011FPTH005011	00	9993	06/07/01
087041FPEH000004	00	9993	06/25/01
087041FPEH002003	00	9993	06/25/01
087041FPEH005001	00	9993	06/25/01
087041FPEH005002	00	9993	06/26/01
087041FPTH000010	00	9993	06/29/01
087041FPTH001007	00	9993	06/01/01
087041FPTH001007	01	9993	06/05/01
087041FPTH001008	00	9993	06/28/01
087041FPTH003009	00	9993	06/29/01
087041FPTH003009	01	9993	06/29/01
087041FPTH003009	03	9993	07/02/01
087041FPTH005006	00	9993	05/17/01
087041FPTH006006	00	9993	06/07/01

KPMG Consulting has reviewed BellSouth's Response to Observation 128. This response stated:

"BellSouth is in the process of adding xDSL products to the Flow Through SQM reports. Team Connection # 2456 has been entered to begin the development process."

Based on BellSouth's response, KPMG Consulting escalates Observation 128 to Exception status.

Impact:

The absence of flow-through classification data could result in an increased order error rate, resulting in a CLEC's inability to identify ordering problems in a timely manner. As a result, CLEC customer satisfaction could decrease.

BellSouth's Response:

Following is the table provided by KPMG of LSRs submitted for Digital Subscriber Line (DSL), which were not returned with Flow Through Classification information. Of the 117 LSRs, 75 Flowed Through, 7 fell out due to BST Errors, 32 Auto Clarified due to CLEC Error, and 3 did not complete processing through the systems.

The incomplete processing of the 3 LSRs was due to a SOCS defect, which was corrected on May 23, 2001. The problem impacted migration orders, specifically the pending order cross-reference contract that DOM sends to SOCS. When this problem occurred, processing ceased at that point. This problem no longer exists.

FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 122

PON	VER	CC	LSR SENT DATE	RESOLUTION
084011FPTH007006	00	9993	4/26/2001	Flow Through
084011FPTH000009	00	9993	4/27/2001	Auto Clarified
084011FPTH000010	00	9993	4/27/2001	Auto Clarified
084011FPTH001007	00	9993	4/27/2001	Flow Through
084011FPTH001008	00	9993	4/27/2001	Flow Through
072141FPTH000015	00	9993	5/2/2001	Flow Through
072141FPTH000019	00	9993	5/3/2001	BST Error
072141FPTH001012	00	9993	5/3/2001	Flow Through
084011FPTH001009	00	9993	5/8/2001	Auto Clarified
084011FPTH001010	00	9993	5/8/2001	Auto Clarified
084011FPTH001009	01	9993	5/9/2001	Defect
084011FPTH001010	01	9993	5/9/2001	Defect
072131FPTH000017	00	9993	5/10/2001	Flow Through
072131FPTH002012	00	9993	5/10/2001	Auto Clarified
072131FPTH002012	03	9993	5/10/2001	BST Error
072131FPTH000016	00	9990	5/16/2001	Auto Clarified
072131FPTH000018	00	9990	5/16/2001	BST Error
072131FPTH000020	00	9993	5/16/2001	Auto Clarified
084021FPTH000010	00	9993	5/17/2001	Flow Through
087041FPTH005006	00	9993	5/17/2001	Auto Clarified
084021FPTH000011	0	9993	5/18/2001	Flow Through
084021FPTH000013	00	9993	5/18/2001	Auto Clarified
084021FPTH000013	01	9993	5/18/2001	Auto Clarified
084021FPTH000013	02	9993	5/18/2001	Defect
084021FPTH002009	00	9993	5/18/2001	Flow Through
085011FPTH004011	00	9993	5/21/2001	Auto Clarified
072141FPEH002001	00	9993	5/22/2001	Auto Clarified
072131FPTH000018	01	9990	5/23/2001	Auto Clarified
072131FPTH000018	02	9990	5/23/2001	Flow Through
072131FPTH000017	01	9993	5/23/2001	Auto Clarified
072131FPTH000017	02	9993	5/23/2001	Auto Clarified
072131FPTH001018	00	9993	5/25/2001	Auto Clarified
072131FPTH000017	03	9993	5/29/2001	BST Error
072131FPTH001018	01	9993	5/30/2001	Auto Clarified
072131FPTH001018	03	9993	6/1/2001	Auto Clarified
087041FPTH001007	00	9993	6/1/2001	Auto Clarified
087041FPTH001007	01	9993	6/5/2001	Flow Through
072141FPTH000017	00	9993	6/6/2001	Flow Through
072131FPTH001018	04	9993	6/7/2001	Flow Through
072141FPEH003001	00	9993	6/7/2001	Auto Clarified
084021FPTH000015	00	9993	6/7/2001	Flow Through
084021FPTH000016	00	9993	6/7/2001	Flow Through
085011FPTH000019	00	9993	6/7/2001	Flow Through

FLORIDA OSS BELL SOUTH'S RESPONSE TO EXCEPTION 122

PON	VER	CC	LSR SENT DATE	RESOLUTION
085011FPTH001016	00	9993	6/7/2001	BST Error
085011FPTH001018	00	9993	6/7/2001	Flow Through
085011FPTH003015	00	9993	6/7/2001	Auto Clarified
085011FPTH003015	01	9993	6/7/2001	Flow Through
085011FPTH005011	00	9993	6/7/2001	Flow Through
087041FPTH006006	00	9993	6/7/2001	Flow Through
072131FPTH001016	00	9993	6/11/2001	Auto Clarified
085011FPEH001001	00	9993	6/11/2001	Auto Clarified
085011FPTH001016	01	9993	6/13/2001	Flow Through
072131FPTH001013	00	9993	6/20/2001	Flow Through
072141FPTH000013	00	9993	6/20/2001	Flow Through
072141FPTH000016	00	9993	6/20/2001	Flow Through
072141FPTH000020	00	9993	6/20/2001	Flow Through
084021FPEH000008	00	9993	6/20/2001	Flow Through
084021FPTH001012	00	9993	6/20/2001	Auto Clarified
072131FPTH000014	00	9993	6/21/2001	Flow Through
072131FPTH004011	00	9993	6/21/2001	Flow Through
072141FPTH001014	00	9993	6/21/2001	Flow Through
072141FPTH001017	00	9993	6/21/2001	Flow Through
084021FPTH001013	00	9993	6/21/2001	Flow Through
085011FPEH000003	00	9993	6/22/2001	Flow Through
085011FPEH001001	01	9993	6/22/2001	Flow Through
085011FPEH001005	00	9993	6/22/2001	Flow Through
085011FPEH001006	00	9993	6/22/2001	Flow Through
085011FPEH002007	00	9993	6/22/2001	Flow Through
085011FPEH004002	00	9993	6/22/2001	Flow Through
085011FPTH001014	00	9993	6/22/2001	Flow Through
084011FPEH001005	00	9993	6/25/2001	Flow Through
084021FPEH000007	00	9993	6/25/2001	Flow Through
087041FPEH000004	00	9993	6/25/2001	Flow Through
087041FPEH002003	00	9993	6/25/2001	Flow Through
087041FPEH005001	00	9993	6/25/2001	Flow Through
084021FPEH000006	00	9993	6/26/2001	Flow Through
087041FPEH005002	00	9993	6/26/2001	Flow Through
072131FPEH005001	00	9993	6/27/2001	Flow Through
072131FPEH006002	00	9993	6/27/2001	Flow Through
084021FPEH000004	00	9993	6/27/2001	Flow Through
072131FPTH000015	00	9993	6/28/2001	Flow Through
072141FPTH000018	00	9993	6/28/2001	Flow Through
084011FPEH000002	00	9993	6/28/2001	Flow Through
084011FPEH001003	00	9993	6/28/2001	Flow Through
085011FPTH000017	00	9993	6/28/2001	Auto Clarified
085011FPTH000017	01	9993	6/28/2001	Auto Clarified
085011FPTH001020	00	9993	6/28/2001	Flow Through

FLORIDA OSS BELL SOUTH'S RESPONSE TO EXCEPTION 122

PON	VER	CC	LSR SENT DATE	RESOLUTION
087041FPTH001008	00	9993	6/28/2001	Flow Through
072131FPTH000019	00	9993	6/29/2001	Flow Through
072131FPTH001020	00	9993	6/29/2001	Auto Clarified
072141FPTH001011	00	9993	6/29/2001	Flow Through
084021FPEH000005	00	9993	6/29/2001	Flow Through
085011FPTH000017	02	9993	6/29/2001	Auto Clarified
085011FPTH001013	00	9993	6/29/2001	Flow Through
087041FPTH000010	00	9993	6/29/2001	Flow Through
087041FPTH003009	00	9993	6/29/2001	Auto Clarified
087041FPTH003009	01	9993	6/29/2001	Auto Clarified
085011FPEH000009	00	9993	7/2/2001	Auto Clarified
085011FPEH000009	01	9993	7/2/2001	Auto Clarified
085011FPTH004012	00	9993	7/2/2001	Flow Through
087041FPTH003009	03	9993	7/2/2001	Flow Through
084011FPEH000001	00	9993	7/3/2001	Flow Through
072141FPEH000004	00	9993	7/6/2001	Flow Through
072141FPEH000005	00	9993	7/6/2001	Flow Through
072141FPEH000006	00	9993	7/6/2001	Flow Through
072141FPEH000007	00	9993	7/6/2001	Flow Through
072141FPEH000008	00	9993	7/6/2001	Flow Through
072141FPEH000009	00	9993	7/6/2001	Flow Through
084011FPEH001004	00	9993	7/6/2001	Flow Through
085011FPEH000004	00	9993	7/6/2001	Flow Through
072141FPEH000003	00	9993	7/16/2001	Flow Through
072141FPEH000010	00	9993	7/16/2001	Flow Through
072131FPTH002020	00	9993	7/17/2001	BST Error
084011FPTH002009	00	9993	7/17/2001	Flow Through
084011FPTH002010	00	9993	7/17/2001	Flow Through
085011FPEH001001	03	9993	7/18/2001	BST Error
085011FPEH002010	00	9993	7/18/2001	Flow Through

Attachment 23

EXCEPTION 124

BellSouth Florida OSS Testing Evaluation

Date: December 05, 2001**EXCEPTION REPORT**

An exception has been identified as a result of the test activities associated with the Metrics Calculations Verification and Validation Review (PMR5). This exception was originally issued as Observation 68.

Observation:

KPMG Consulting cannot replicate the values for the "Ordering: Percent Flow-Through Service Requests (Detail)" Service Quality Measurement (SQM) report for the CLEC Aggregate (November 2000). (PMR5)

Background:

SQMs are calculated to illustrate BellSouth's Operational Support System performance. Each month, as mandated by the Florida Public Service Commission, BellSouth publishes performance measurement reports of SQM values for the CLECs engaged in business activity with BellSouth in the State of Florida.¹

Issue:

KPMG Consulting was unable to replicate the BellSouth reported values for the "Ordering: Percent Flow-Through Service Requests (Detail)" SQM. The discrepancy is listed in the following table.

	Measurement	Category	KPMG Consulting-Calculated Value	BellSouth Reported Value
1	Auto Clarification	CLEC aggregate	40824	41568

KPMG Consulting requires clarification of the calculation of "Auto Clarification" since other report values for this SQM are derived from the "Auto Clarification" value.

KPMG Consulting reviewed BellSouth's Amended Response to Observation 68² and re-tested using June 2001 data. KPMG Consulting was able to replicate all values for BellSouth's originally posted report for June 2001 data. After KPMG Consulting had

¹ These reports are posted on the PMAP Web site.

² Florida OSS BellSouth's Amended Response to Observation 68, 7/26/01.

EXCEPTION 124

BellSouth Florida OSS Testing Evaluation

successfully replicated for the June 2001 data, BellSouth reposted the June 2001 report for the "Ordering: Percent Flow-Through Service Requests (Detail)" SQM. This indicates that coding changes have taken place, therefore KPMG Consulting escalates Observation 68 to Exception status.

Impact:

CLECs rely on BellSouth's performance measurements to assess the quality of service provided by BellSouth and to plan future business activities. KPMG Consulting's inability to replicate report values signifies that the accuracy of BellSouth's calculations for the "Ordering: Percent Flow-Through Service Requests (Detail)" SQM may be in question. Without accurate SQMs, CLECs are unable to assess the quality of service received or plan for future business activities reliably.

FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 124



Florida OSS Test
Exception 124

December 6, 2001

EXCEPTION REPORT

An exception has been identified as a result of the test activities associated with the Metrics Calculations Verification and Validation Review (PMR5). This exception was originally issued as Observation 68.

Observation:

KPMG Consulting cannot replicate the values for the "Ordering: Percent Flow-Through Service Requests (Detail)" Service Quality Measurement (SQM) report for the CLEC Aggregate (November 2000). (PMR5)

Background:

SQMs are calculated to illustrate BellSouth's Operational Support System performance. Each month, as mandated by the Florida Public Service Commission, BellSouth publishes performance measurement reports of SQM values for the CLECs engaged in business activity with BellSouth in the State of Florida.¹

Issue:

KPMG Consulting was unable to replicate the BellSouth reported values for the "Ordering: Percent Flow-Through Service Requests (Detail)" SQM. The discrepancy is listed in the following table.

	Measurement	Category	KPMG Consulting-Calculated Value	BellSouth Reported Value
1	Auto Clarification	CLEC aggregate	40824	41568

KPMG Consulting requires clarification of the calculation of "Auto Clarification" since other report values for this SQM are derived from the "Auto Clarification" value.

¹ These reports are posted on the PMAP Web site.

FLORIDA OSS BELL SOUTH'S RESPONSE TO EXCEPTION 124

KPMG Consulting reviewed BellSouth's Amended Response to Observation 68² and re-tested using June 2001 data. KPMG Consulting was able to replicate all values for BellSouth's originally posted report for June 2001 data. After KPMG Consulting had successfully replicated for the June 2001 data, BellSouth reposted the June 2001 report for the "Ordering: Percent Flow-Through Service Requests (Detail)" SQM. This indicates that coding changes have taken place, therefore KPMG Consulting escalates Observation 68 to Exception status.

Impact:

CLECs rely on BellSouth's performance measurements to assess the quality of service provided by BellSouth and to plan future business activities. KPMG Consulting's inability to replicate report values signifies that the accuracy of BellSouth's calculations for the "Ordering: Percent Flow-Through Service Requests (Detail)" SQM may be in question. Without accurate SQMs, CLECs are unable to assess the quality of service received or plan for future business activities reliably.

BellSouth Response:

The Ordering Percent Flow Through Service Requests (Detail) report was reissued for June 2001 due to a manual recalculation required to correct the flow through count of LSRs that were categorized in Planned Manual Fallout in error. This error was the result of a release in LEO, not a flow through code change, which caused LSRs to be erroneously classified as Planned Manual Fallout.

BellSouth identified an inaccuracy in the number of LSRs that fell into Planned Manual Fallout. As a part of the analysis and adjustment of this data, a manual calculation adjustment was made for LSRs that had been identified as incorrectly falling into Planned Manual Fallout. These LSRs were manually removed from Planned Manual Fallout for June and assigned to the Total System Fallout category, and then allocated between BST Caused Fallout and CLEC Caused Fallout. LSRs that had been clarified back to the CLEC belong in the CLEC Caused Fallout category and were thus assigned.

BellSouth has implemented a fix in LEO to assign future LSRs affected by this temporary error to Total System Fallout rather than categorize them incorrectly as Planned Manual Fallout.

² Florida OSS BellSouth's Amended Response to Observation 68, 7/26/01.

Attachment 24

EXCEPTION 129

BellSouth Florida OSS Testing Evaluation

Date: January 3, 2002

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation. (TVV1)

Exception:

KPMG Consulting has not received timely partially mechanized Firm Order Confirmations (FOCs) from BellSouth's Local Exchange Navigation System (LENS) interface. (TVV1)

Background:

According to Ordering O-9 of the Service Quality Measurement Plan¹, BellSouth should return at least 85% of partially mechanized FOCs to Competitive Local Exchange Carriers (CLECs) within 10 hours of the Local Service Request (LSR).

Issue:

During the production-retest of the LENS interface **BellSouth returned a number of partially mechanized FOCs after the ten-hour time frame had elapsed.** The following are the partially mechanized FOC timeliness results as of November 26, 2001.

	<= 10 hrs	>10 and <= 18 hrs	>18 and <= 24 hrs	>24 and <= 48 hrs	>48 hrs	Total
Number of Transactions²	8	7	0	0	0	15
Percent	53.3%	47%	0%	0%	0%	100%

The following PONs received a partially mechanized FOC after the ten-hour time frame:

¹ BellSouth OSS Testing Florida Interim Performance Metrics Version 3.0, Approved by Florida PSC June 1, 2001

² KPMG Consulting issued this exception based on a planned sample of 35 transactions. With 7 failures, BellSouth cannot satisfy the standard of 85% within 10 hours.

EXCEPTION 129

BellSouth Florida OSS Testing Evaluation

PON	VER	CC	LSR Sent	FOC Received
010011GPLN000016	00	9993	12/05/01 11:32 AM	12/06/01 03:58 PM
006061GPLN000022	00	9990	12/05/01 12:06 PM	12/06/01 01:55 PM
006061GPLN000019	00	9990	12/05/01 11:32 AM	12/06/01 12:11 PM
006061GPLN000020	00	9990	12/05/01 11:41 AM	12/06/01 12:32 PM
006061GPLN000023	00	9990	12/05/01 12:15 PM	12/06/01 01:18 PM
006061GPLN000024	00	9990	12/05/01 12:32 PM	12/06/01 01:23 PM
006061GPLN000021	00	9990	12/05/01 11:54 AM	12/06/01 12:52 PM

Impact:

The receipt of timely partially mechanized FOCs is a critical factor in a CLEC's ability to process service requests and meet customer needs. Delays in the return of FOCs could negatively impact the timeliness of the ordering process, resulting in decreased CLEC customer satisfaction.

Attachment 25

AMENDED EXCEPTION 131
BellSouth Florida OSS Testing Evaluation

Date: January 15, 2002**EXCEPTION REPORT**

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV1).

Exception:

KPMG Consulting has not received timely partially mechanized Firm Order Confirmations (FOCs) from BellSouth's Electronic Data Interchange (EDI) interface. (TVV1)

Background:

According to Ordering measure O-9 of the Service Quality Measurement Plan¹, BellSouth should return at least 85% of partially mechanized FOCs to Competitive Local Exchange Carriers (CLECs) within 10 hours of the Local Service Request (LSR).

Issue:

During the production-retest of the EDI interface **BellSouth returned a number of partially mechanized FOCs after the ten-hour time frame had elapsed.**

The following are the partially mechanized FOC timeliness results as of November 26, 2001.

	<10 hrs	>10 and <= 18hrs	<18 and <= 24hrs	>24 and <= 48hrs	>48 hrs	Total
Number of Transactions	53	20	0	0	6	80
Percent	66%	25%	0%	0%	8%	100%

Amended Issue:

During the production-retest of the EDI interface BellSouth returned a number of partially mechanized FOCs after the ten-hour time frame had elapsed.

The following are the partially mechanized FOC timeliness results as of November 26, 2001.

¹ BellSouth Florida OSS Revised Interim Performance Metrics Version 3.00, Issued June 1, 2001
KPMG Consulting, Inc.

AMENDED EXCEPTION 131

BellSouth Florida OSS Testing Evaluation

KPMG Consulting amends this exception to correct a data error in the summary table.

	<10 hrs	>10 and <=18hrs	<18 and <=24hrs	>24 and <= 48hrs	>48 hrs	Total
Number of Transactions	53	21	0	0	6	80
Percent	66%	26%	0%	0%	8%	100%

The following PONs received a partially mechanized FOC after the ten-hour time frame:

PON	Ver	CC	LSR Sent	FOC Received
088011GPEH101008	00	9993	12/11/01 06:50 PM	12/21/01 01:07 PM
088011GPEH101007	00	9993	12/11/01 06:58 PM	12/21/01 10:31 AM
088011GPEH101011	00	9993	12/11/01 06:46 PM	12/20/01 05:01 PM
088011GPEH101001	00	9993	12/11/01 06:50 PM	12/20/01 03:32 PM
076011GPEH101013	00	9993	12/11/01 09:05 AM	12/19/01 12:07 PM
076011GPEH100005	00	9993	12/11/01 05:04 PM	12/19/01 12:12 PM
044011GPEN001002	01	9993	12/13/01 12:31 PM	12/17/01 10:02 AM
002112GPEN100004	00	9990	12/03/01 01:51 PM	12/04/01 06:02 PM
006021GPEN000001	00	9990	12/05/01 09:56 AM	12/06/01 11:12 AM
006021GPEN000002	00	9990	12/05/01 10:05 AM	12/06/01 11:02 AM
006061GPEN000003	00	9990	12/10/01 09:44 AM	12/11/01 12:37 PM
081012GPEH003002	01	9993	12/12/01 11:00 AM	12/13/01 01:37 PM
001061GPEJ101010	00	9990	12/05/01 10:45 AM	12/06/01 01:02 PM
001061GPEJ101006	00	9990	12/05/01 10:25 AM	12/06/01 11:12 AM
001061GPEJ101007	00	9990	12/05/01 10:29 AM	12/06/01 11:26 AM
001061GPEJ101008	00	9990	12/05/01 10:41 AM	12/06/01 11:26 AM
001061GPEJ101009	00	9990	12/05/01 10:41 AM	12/06/01 11:31 AM
001061GPEJ101012	00	9990	12/05/01 10:57 AM	12/06/01 12:02 PM
001061GPEJ101014	00	9990	12/05/01 11:05 AM	12/06/01 11:56 AM
001061GPEJ101015	00	9990	12/05/01 11:13 AM	12/06/01 12:32 PM
001061GPEJ101016	00	9990	12/05/01 11:25 AM	12/06/01 12:36 PM
006061GPEN000004	00	9990	12/05/01 12:42 PM	12/06/01 01:46 PM
006061GPEN000006	00	9990	12/05/01 01:38 PM	12/06/01 02:26 PM
006061GPEN000007	00	9990	12/05/01 01:54 PM	12/06/01 02:55 PM
002112GPEN100003	00	9990	12/03/01 01:51 PM	12/04/01 02:03 PM
006061GPEN000005	00	9990	12/05/01 01:26 PM	12/06/01 01:51 PM

KPMG Consulting, Inc.

1/15/2002

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AMENDED EXCEPTION 131
BellSouth Florida OSS Testing Evaluation

PON	Ver	CC	LSR Sent	FOC Received
088011GPEH100005	00	9993	12/11/01 01:08 PM	12/12/01 01:28 PM

Impact:

The receipt of timely partially mechanized FOCs is a critical factor in a CLEC's ability to process service requests and meet customer needs. Delays in the return of FOCs could negatively impact the timeliness of the ordering process, resulting in decreased CLEC customer satisfaction.